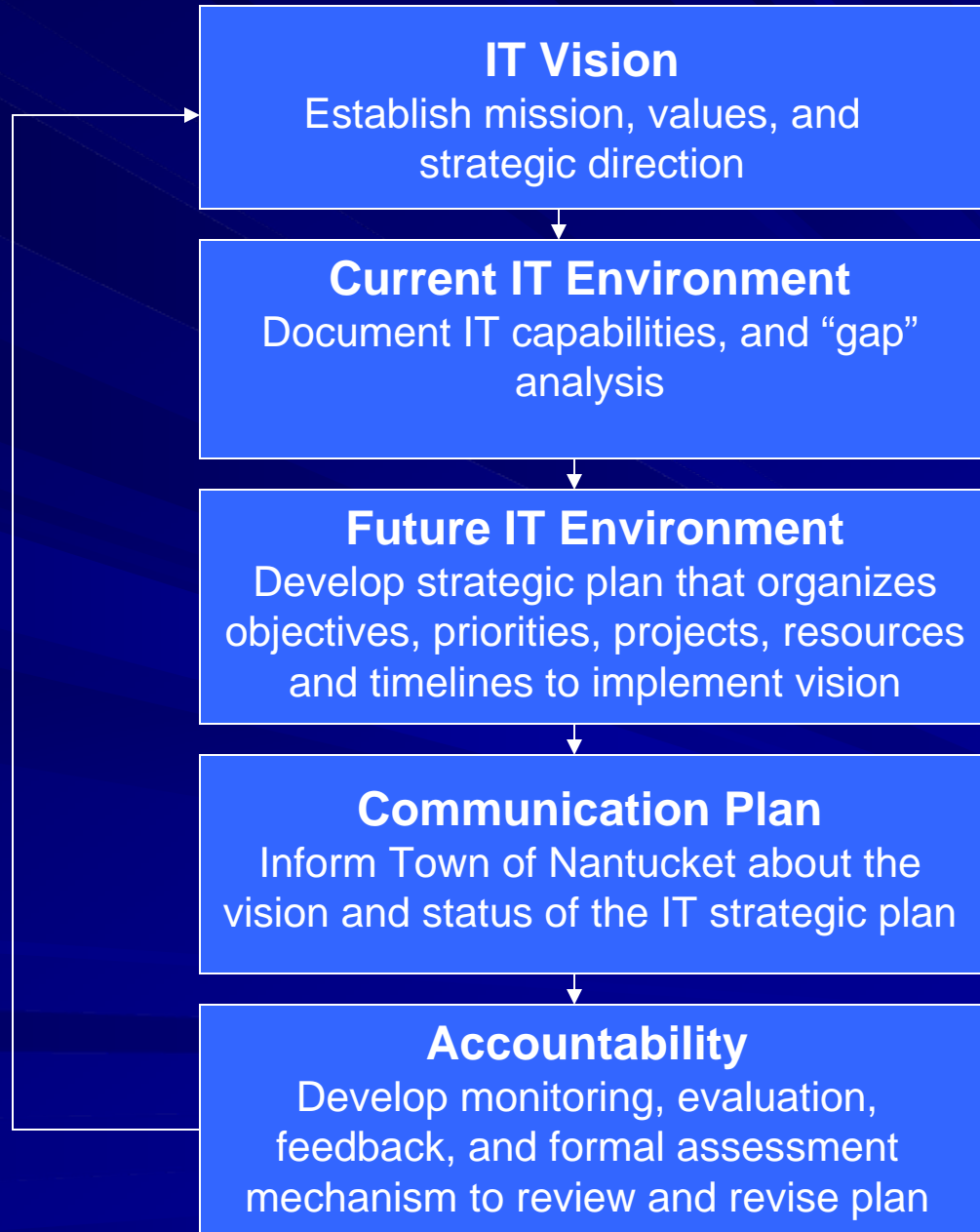


Information Technology Strategic Plan

February 2011

A Roadmap for the Next
3 to 5 Years

Basic Strategic Planning Model



Vision

- *Our vision is to be a leader valued for our expertise in creating innovative, technological solutions that positively impact the delivery of services to the citizens of Nantucket*

IT Strategic Categories

- Management
- Organization & Skills
- Technology & Infrastructure

IT Strategic Goals

Management

- Develop a mechanism to align information technology resources to the priorities of the town

Organization & Skills

- Provide appropriate resources to support the Town's technology needs
- Promote customer-centered services and support

IT Strategic Goals

Technology & Infrastructure

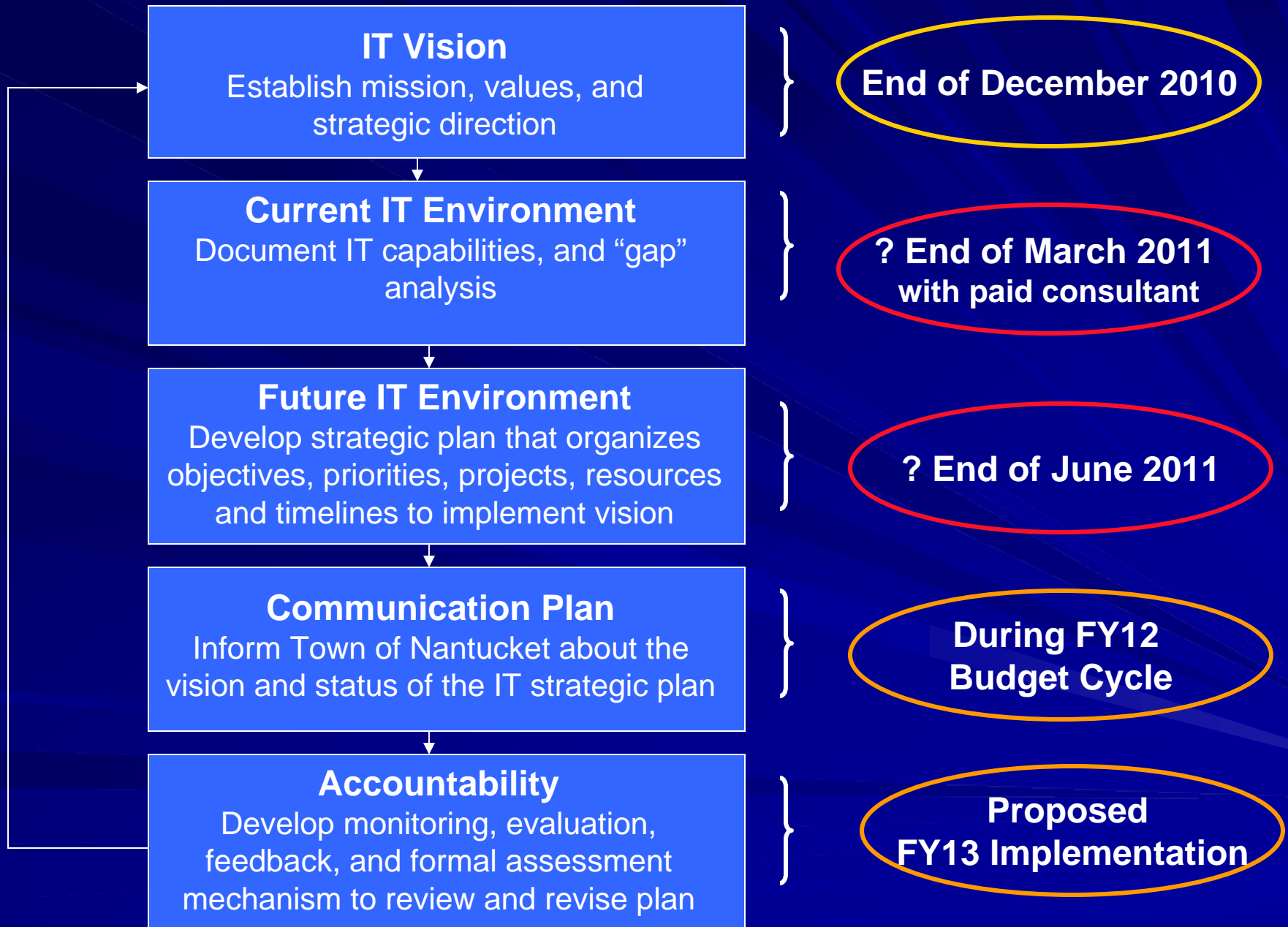
- Continue to provide a reliable, robust and secure method for access to information technology
- Maintain and improve networking infrastructure to support town growth, vitality and relevance
- Enhance technology to support improved, integrated town processes for daily operations
- Improve and support town administrative efficiency for all employees, residents and visitors
- Use technology to support improved communication and communication services for town employees
- Plan and manage information technology by exploring new and emerging technologies and anticipating future needs

Information Technology Goals & Objectives	Projects
<i>IT Management</i>	
<u>Develop mechanism to align resources to town priorities</u>	
Assess current environment and identify gaps	Inventory existing environment, Gap Analysis
Establish review committee to prioritize initiatives	
Improve Requests for IT Services process	
Standardize hardware, software and cost of ownership	
Evaluate outsourcing options	
<i>IT Organization & Skills</i>	
<u>Provide appropriate resources to support town's technology needs</u>	
Evaluate human resources, support resources	
<u>Promote customer-centered services</u>	
Long-term plan for future resource needs	OIH, Communications, MUNIS
Formal Help Desk system	
Documentation	Solutions, How To

Information Technology Goals & Objectives	Projects
<i>Technology & Infrastructure</i>	
<u>Provide reliable, robust and secure access</u>	
Formal life-cycle hardware & software replacement programs	
Comprehensive Information Security Program	WPI Initiative
Disaster Recovery Plan	MUNIS
Security Monitoring systems	
<u>Maintain and improve networking infrastructure</u>	
Improve communications between buildings	PSF, School, Fire, OIH, COA, Park & Recreation
Improve physical environment for equipment	Move to PSF, Other locations
<u>Enhance technology to support integrated processes</u>	
Data integration between applications & departments	Permit Tracking, MUNIS, Records Management

Information Technology Goals & Objectives	Projects
<i>Technology & Infrastructure (CONTINUED)</i>	
Improve and support town administrative efficiency	
Increase public access to information	PEG, Records Management, Permit Tracking
Employee self-sufficiency	CBT Classes, IT Newsletter
Improve resource scheduling	Conference Room
Citizen Self-Serve tools	
Improve communication services for Town Employees	
Web-enabled communication device standards	Smart Phones
Voice Over IP phone system	VoIP
Improved use of E-mail and social networking tools	Twitter
Utilize emerging technologies to plan and manage anticipated future needs	
Participate in Vendor and Professional organization Webinars & Conferences	
Engage Consultant services to assess IT solutions & opportunities	
Continue to enhance and update GIS services in support of Town services	GIS Aerials

Strategic Plan Timeline



Priorities for Moving Forward

- Establish a committee to review, approve and prioritize IT initiatives
- Assess current IT environment and perform a “gap” analysis
- New IT person to supplement existing staff allowing more time to focus on projects